

# Comments, Concerns and Complaints



Letting us know  
what you think  
of our services

**Aintree Hospital is committed to improving the services that we offer and want to make your hospital better.**



## **How can I make a comment, concern or complaint?**

Tell us about your experience, no matter how big or small, we would love to hear from you.

You can make your comments, concerns or complaint in a number of different ways:



### **In Person:**

- Provide staff members on the ward or the department with your feedback and if there is a concern they will try and resolve the problem.
- If you would like to contact someone on an informal basis who is not involved in the care you receive then you can speak to the Patient Advice and Complaints Team (PACT)
- Call in and see us at our desk. We are located near the main reception of the hospital and open between the hours 9am - 4pm.



### **By telephone:**

- By telephoning the Manager of the ward or the department or the Patient Advice and Complaints Team on: **0151 529 3287**



### **In writing to:**

**The Chief Executive, Aintree Hospitals NHS Trust,  
Lower Lane, Liverpool L9 7AL**



### **Email to:**

**complaints@aintree.nhs.uk**



### **The Friends and Family Test:**

If you are a patient, you will be asked to complete the Friends and Family Test within 48 hours of going home. This is a simple question to ask whether you would recommend the service you have received to your friends and family, you will also have the opportunity to provide some comments.

The Friends and Family Test is completely anonymous and the feedback you provide helps us to learn what we are doing well and where we need to make some improvements.

## **If I make a complaint how will it be investigated?**

- Your complaint will be reviewed by the Head of Patient Advice and Complaints Team
- A member of the Patient Advice and Complaints Team will then be appointed to your case and they will co-ordinate an investigation.

## **When will I receive a response to my complaint?**

- The Patient Advice and Complaints Team will acknowledge your complaint by contacting you within 3 working days of the complaint being received and discuss when you can expect to receive a response
- The Patient Advice and Complaints Team will keep you informed of progress during the investigation.

## What can I do if I am not happy with the response I receive?

If you are unhappy or would like further explanation on any of the points raised, then please contact the member of the Patient Advice and Complaints Team dealing with your complaint.

If the Trust is unable to resolve your complaint to your satisfaction you have the right to contact the Parliamentary & Health Service Ombudsman (PHSO).

Contact details are as follows:

**The Parliamentary and Health Service Ombudsman,  
Millbank Tower, Millbank,  
London SW1 4QP**

## Confidentiality

If you are making a complaint on behalf of someone else, we will send you a form requesting the authorisation of the patient.

If the patient is unable to provide their consent, and you are not registered as their next of kin we will ask for appropriate authorisation for you to act and receive information on the patient's behalf.

This leaflet is available in large print, Braille, easy read, on audio tape and in other languages on request.

If you require an alternative edition please contact:

 **0151 529 8564**

 **[listening@aintree.nhs.uk](mailto:listening@aintree.nhs.uk)**

